

POLICY

*George Holmes Bixby
Memorial Library*

*Francestown
New Hampshire*

February 2015 Revision

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1 Mission Statement and Goals

1.1 Mission Statement

The mission of the George Holmes Bixby Memorial Library is to provide a place where inquiring minds may encounter traditional as well as novel, unorthodox and critical ideas that comprise the thought of a democratic society. Therefore, the Library expects to serve the community as a center of accurate information where opportunities to gather knowledge, for people of all ages, abound. The library supports educational, civic and cultural activities of public non-profit organizations within the limits of the Library's building and staff.

1.2 Goals

1. To assemble, preserve, and administer, in organized collections, books and related materials that are educational and recreational.
2. To make every effort to comply with request for books and other material within the financial and spatial limits of the library.
3. To subscribe to and make every effort to adhere to guidelines and recommendations of the State Library, American Library Association, and courts concerning confidentiality of the patrons and any other pertinent matters in regard to the Library's function as a public, tax-supported institution.
4. To hear and take under advisement suggestions for improvement, enlargement, or extension of the Library's collections, services, and physical plant.

2 Hours of Library Operation

The Library is open on:

Tuesday	1:00 – 5:00 p.m.
Wednesday	10:00 a.m. to noon; 1:00 - 5:00 p.m.
Thursday	1:00 – 6:00 p.m.
Friday	10:00 a.m. to noon; 1:00 – 5:00 p.m.
Saturday	9:00 a.m. to 1:00 p.m.

The Library is **closed** on **Sundays and Mondays** as well as all holidays designated by the Town of Francestown as staff holidays. (as amended March, 2009)
Emergency closings for weather, plant breakdown, or sudden illness will be posted at the time of closing.
Unscheduled closings of the Library are determined by the Director.

3 Library Patron Card Policy (as amended 10July2014)

3.1 Cards

3.1.1 Resident Cards

Individuals who live or own property in Francetown, can easily register for a library card. A proper form of identification should (as amended 02Oct14) be presented and reflect the cardholder's current Francetown address. If the cardholder's identification does not have the current address, a bill received within the last 30 days, which states the current address, must accompany the identification. Other forms of identification such as personal or payroll checks, car registration, a lease or mortgage agreement with the address, or a rent receipt with the name and address of the establishment printed on it can also be presented.

Children 7-15 years of age are issued library cards, but they do need to have their parent or guardian's signature on the registration application. The parent/guardian must present a library card or show a valid ID.

Staff will assist people who are unable to complete the registration card themselves. If applicable, legal guardians must sign staff assisted registration cards.

3.1.2 Non-Resident Cards

Non-resident cards are issued to individuals who do not live, or own property in Francetown.

A \$35 yearly fee includes Downloadable Books or a \$20.00 yearly fee excludes Downloadable Books.

3.1.3 Temporary Cards

A 3 month courtesy card is available for temporary residents.

3.1.4 Seasonal Cards

Issued to Francetown property owners whose permanent residence is out of town.

3.1.5 Lost or Damaged Library Cards

Lost, stolen, or damaged cards and cards on which the cardholder barcode can no longer be read must be replaced. The charge to replace a card is \$5.00.

3.2 Responsibilities

Cardholders must present their own card at all times to borrow material and are responsible for all material borrowed on their cards. Cardholders must renew application

within thirty days of yearly renewal or the account will be closed and a \$5.00 fee will be charged to open a new account. Cardholders understand that it is their responsibility, and not that of the librarians to monitor content and access to library materials.

3.3 Materials Circulation

The Library lends books, magazines, CDs, audiobooks, cassettes, cassette recorders, videos (DVDs and VHS).

3.3.1 Loan and Renewal Periods are as follows:

Type of Material	Loan Period	Renewal Period
Books, Magazines, CDs, Cassettes, Audiobooks	14 days	14 days
DVDs and VHS	7 days	no renewal
Children's Holiday Books	7 days	no renewal
Telescope	7 days	7 days

Materials which have a renewal period and which are not "requested" by another cardholder may be renewed three times, either in person, online, or by telephone. Materials that a cardholder may no longer renew, because the maximum number of renewals have been reached, must be returned to the library.

3.3.2 Loan Limits (Per Card)

Type of Material	Adults	Children	New Items	Limitations
Books (new)	1	2	dated current month	
Books	5	5		2 books per series
Easy Reader Books		no limits		In good standing
Audios (new)	1	1	dated current month	
Audios	2	2		
Videos (new)	1	1	dated current month	
Videos	3	5		
Periodicals	10	no limits		
Telescope				In good standing

3.3.3 Overdue Fines

Cardholders with overdue items will be charged a fine

Videos	\$.50 per day
Telescope	\$1.00 per day
All other items	\$.10 per item/per day

3.3.4 Delinquent Accounts

Cardholder's borrowing privileges will be suspended until all outstanding fines and overdue items are returned.

Cardholders with overdue items and who wish to renew items must first pay overdue fines. Renewal date will be 14 days minus the number of days item was overdue.

Library Materials are Town Property and must be returned when due. Cardholders with items overdue more than 3 months and/or fines exceeding \$20.00 will have their library account closed and will be billed accordingly.

3.3.5 Bookdrop / Media-drop

All items may be returned through the bookdrop. **Audiobooks must be returned secured with rubber bands.**

3.3.6 Damaged and Lost Items

Cardholders who return library material that cannot be easily repaired or cleaned must pay the full list price of the item borrowed. Once paid, the library cardholder may keep the damaged item.

3.3.7 Lost items

Cardholders have 1 month from due date to find or replace item.

3.3.8 Returned Checks The cardholder shall reimburse the library for any returned check fees incurred (\$25 per returned check as of July 2014).

3.3.9 Interlibrary Loan

The Library may request books and other library materials for Library cardholders through interlibrary loan services. A cardholder can request up to 3 items at one time. A cardholder's library card must be in good standing, up to date and fine free. An interlibrary loan is a transaction in which books, other library materials, or a photocopy of the material is made available by one library to another upon request or through a

vendor. Many libraries place limits on what they will loan; as a result restrictions may apply.

Interlibrary loan services are a means of greatly expanding the range of library materials available to cardholders without allocating large sums of limited funds for seldom-requested items.

The cardholder will be responsible for reimbursing the library for any charges levied by the lending library or vendor.

The Library adheres to the New Hampshire State Library's *New Hampshire Interlibrary Loan Protocol Manual* and the *National Interlibrary Loan Code* of the American Library Association. The library will lend books and other library materials only to other libraries who follow the *New Hampshire Interlibrary Loan Protocol Manual* or the *ALA National Interlibrary Loan Code*.

3.4 Suspensions

The Library Director has the authority to revoke the borrowing privileges of any cardholder who chronically abuses library policies and regulations.

3.5 Confidentiality of Library Records

The library's circulation records and other records identifying the names of library users are confidential. (RSA 201-D: 11)

The Trustees, Director or staff shall not make these records available to any agency of the state, federal or local government without consent or by subpoena, court order, or where otherwise required by statute.

Upon receipt of such process, order, or subpoena, the Library Director will consult with the Town Solicitor to determine if such process, order, or subpoena is in proper form and if there is a showing of good cause for its issuance. If the process, order, or subpoena is not in proper form or if good cause has not been shown, the Director will insist that such defects be cured.

Cardholders may authorize other individuals / organizations to have access to their Library account.

4 Additional Uses of the Library

Posters, pamphlets, signs, and any other notices may be put in the Library with the approval of the Library Director. Only material pertaining to civic or cultural events may be posted or displayed. No one may post or display commercial promotional material or political advertisements. Nor may anyone solicit funds or place boxes for donations of any kind in the Library.

The Library is an ideal place for the exhibition of private collections of original artwork, crafts, or interesting antiques for the enjoyment of patrons. The Library Director selects and approves all exhibits in the building. No one may sell exhibited items on the building's premises.

Use of the Library for Meetings *(as adopted 03 February 11)*

The George Holmes Bixby Memorial Library is pleased to offer meeting space for local town, civic or cultural groups and organizations according to the following stipulations:

1. Organizations wishing to meet at the Library must receive prior permission to do so from the Trustees. Times of such meetings must be mutually agreeable to the Trustees and organizations seeking to use the building.
2. Use of the Library outside of normal hours of operations by groups other than official Town boards or elected officials must be in accordance with policies set forth by the Selectmen governing use of Town buildings.
3. Once groups are approved, reservations for the use of the Library should be made with the Library Director.
4. Permitted programs/meetings may not disrupt the use of the Library for others.
5. The Trustees reserve the right to require that a Trustee or Library staff member be present for the duration of the meeting and for securing the building when the meeting is over.
6. Groups of young people under age 18 must be attended by an adult supervisor.
7. Permission to use Library space does not imply endorsement of any group's activities.
8. The Library will not be used for fundraising or income-generating activities, except those sponsored by the Library.
9. The Library reserves the right to pre-empt a scheduled meeting if the space is needed for a Library-sponsored activity.
10. The Library assumes no responsibility for private property brought on the premises.
11. Any damages to the Library property will be charged to the group using the facility. Users of the Library are responsible for the disposal of all rubbish and must leave the space in neat order.
12. The Library does not discriminate in making its premises available on the basis of race, color, national origin, religion, sex, sexual preference, age, or physical limitations.

5 Development and Uses of the Collection

1. The Library functions primarily as a public library for all ages and interests, and its purpose is to encourage reading, learning and further study.
2. The Library will provide materials such as books, newspapers, magazines, recordings, and audio and video tapes.
3. The Library will select and organize for easy access those books and materials, contemporary and classical, which seem best suited to meet the needs of the community. No material will be excluded because of the author's race, national origin, political views, or religion.
4. The Library will strive to maintain a balanced collection of books and materials for all ages and in all fields. Final responsibility for the selection of books and materials rests with the staff.
5. The Library will, from time to time, issue lists designed to draw attention to its various collections and to promote interest in reading.
6. The Library will acknowledge legitimate requests for service and will strive to secure material beyond its own resources for patrons in good standing by borrowing through the Interlibrary Loan System.
7. Materials which are no longer useful will be systematically withdrawn from the collection according to accepted professional practices. Such materials will be disposed of at the discretion of the Library Director.
8. Complaints by any patron concerning material in the Library's collection will be directed to the Trustees, who will invite the patron to fill out a form entitled "Request for Reconsideration of Materials." No material from the collection will be withdrawn because of complaint or demand if the material accords with the mission and goals of the Library.
9. The Library will make every effort to make its collection and staff available to supplement the reading interests for the school-age students of Franceltown.
10. The Library will make every effort to cooperate and assist in establishing a schedule for the pre-schools' and elementary school's use of the Library.
11. The Library welcomes suggestions from school staff members for possible acquisitions that might enhance the book collection, but the Library will not provide special supplementary material for classroom programs.

12. Teachers at the Francetown pre-schools and elementary school may check out a reasonable number of books for classroom use, for a two-week period. The schools will be held responsible for any lost or damaged materials checked out.
13. Certain reference materials and materials which cannot be replaced or are rare or fragile, must remain in the Library.
14. All equipment that is used in the operation of the Library will remain in the building at all times.

6 Public Access Computer and Internet Access Policy

Throughout its history the George Holmes Bixby Memorial Library has made information available in a variety of formats. Our principal resource for readers, students and scholars will always be books, for, indeed, not all sites on the Internet provide current, complete, or even accurate information. Therefore, books are often likely to be the reader's most appropriate, reliable, and valid sources.

The Internet enables the Library to provide resources beyond the confines of its own collection and allows access to knowledge, ideas, and commentary from around the globe.

The Library makes public access computers available to patrons under the following conditions: (as adopted December 2010)

1. Public access computers are available on a first-come, first-served basis. Patrons must sign in at the Circulation Desk prior to using a computer.
Signing in signifies acceptance of this policy.
2. Patrons under the age of 18 must have a parent or legal guardian sign a permission slip (available from the Librarian) to use the Library's public access computers.
3. Use of public access computers is limited to 30 minutes. If no other patron is waiting to use the computer, the Librarian may, at her discretion, grant additional time.
4. Users may not store information or install software, including applications accessed on the Internet, on public access computers. The Library reserves the right to examine any and all information stored on public access computers, including but not limited to file folders, email, web browser histories and system folders to ensure compliance with this policy, to maintain system integrity, and to ensure patrons use the system responsibly.
5. Users may not use public access computers to do anything illegal, including but not limited to viewing or sharing illegal material, violating copyright laws, hacking or violating the security of other networks or computers, harassing others, or stealing software.
6. Public access computers are provided for research and information gathering purposes. Using them for commercial purposes (with the exception of researching employment opportunities and information) is prohibited.
7. No food or beverages are permitted in proximity to public access computers.

8. Patrons may access the public wireless network provided by the Library using their own computers. Please note that the public wireless network is an “open” network and is not secure or encrypted. The Library staff cannot provide technical support to users with their own computers.
9. The Library makes no warranties with respect to the network services or the content or any advice or information received from the networked computer system.
10. Use of the Library’s public access computers is at your own risk. The Library is not responsible for any damages occurring as a result of using the Library’s electronic resources, or for unauthorized costs incurred by patrons while using the Library’s computers or network.
11. If viewing or listening to content with sound, we request that patrons use headphones so as not to disturb other patrons.
12. Use of the Library’s public access computers and network is a privilege, which may be revoked at the discretion of the Library Director.

7 Staff Policies

7.1 Conduct of the Staff

1. All staff members are expected to be fully supportive of the Library, its policies and each other at all times.
2. All staff members are required to behave in a professional manner at all times while working with and for patrons in the Library.
3. Staff members should make patrons feel welcome at all times.
4. Staff members are responsible for the smooth operation of the Library, keeping the general appearance of the bookshelves, desks and other public areas neat and orderly.
5. The staff member in charge of the circulation desk should remain in its vicinity during Library hours.
6. Staff members are responsible for processing all books and materials that enter the building in a timely and orderly manner; staff members must deal promptly with errors and discrepancies.
7. All staff members must avoid taking stands on local, state, or national politics while serving as paid employees at the Library during working hours.
8. At least one staff member shall be present at every regularly scheduled meeting of the Board of Trustees.
9. Staff members may use the various institutional discounts offered by vendors only upon prior arrangement with each individual vendor.
10. Staff members may make personal orders of books and supplies using various institutional discounts offered by vendors, but such personal orders must be submitted separately and billed directly to the staff member.
11. The telephones are for official use only. When staff members have to make personal toll or long distance calls, they must place such calls on their own credit cards.
12. When staff members come to work at the Library, they may not bring their children, pets, or other members of their families with them.

7.2 Staff Positions

7.2.1 Library Director

7.2.1.1 General Job Description

The Library Director is responsible for supervising Library operations, administering the Library policies, and developing and maintaining the Library's collections and services. The Library Director is expected to be fully supportive of the Library, its policies, and other staff members at all times.

7.2.1.2 Responsibilities

1. Works under the broad supervision of the Library Board of Trustees, who develop Library policy and approve new programs and revisions of the budget based on recommendations of the Director.
2. Performs regular duties independently, referring to the Board only on policy matters, major operational changes, major maintenance or repairs to the Library building, or planning a new Library building.
3. Receives administrative direction concerning Town policy from the Selectmen.
4. Trains and supervises subordinate employees.

7.2.1.3 Duties

1. Directs all operations at the Library with regard to staff;
2. Participates in the hiring process when new staff is needed;
3. Supervises and trains staff;
4. Assigns duties to staff
5. Interprets Library policy for staff;;
6. Provides technical assistance and guidance to staff as needed;
7. Evaluates performance of staff with regard to Trustees
8. Acts as liaison between Trustees and staff
9. Attends Trustees' meetings;
10. Suggests improvements in Library operations, procedures, staff organization, and development of new programs;
11. Supervises implementation of new programs and services agreed on with Trustees;
12. Brings needed repairs to the attention of the Trustees;
13. Participates in preparation of the Library budget and determines and informs Trustees of routing purchases as well as major expenditures for maintenance of the building;
14. Participates with the Trustees in planning future needs of the Library, including the design and construction of new Library buildings;

15. Is responsible for Library's collection of books, periodicals, audio and visual materials, and all other materials; selects adult materials; reads reviews in publications to create a suitable collection for the needs of the community; oversees ordering, processing, shelving and circulation of the collection; maintains the card catalogue; determines materials to be discarded, using professional guidelines; keeps within budgetary limits;
16. Performs desk attendant duties and acts as reference librarian when necessary;
17. Prepares reports to the state, town, or to other bodies as required;
18. Helps maintain public relations with the community;
19. Keeps apprised, through self-education and participation in statewide library activities, of developments in the field of library science and policies of the statewide library system;
20. Performs other duties as necessary.

7.2.1.4 Qualifications

1. Thorough knowledge of professional librarian's duties;
2. Ability to administer all aspects of a library program
3. Skill and effectiveness in training and supervising others on the staff;
4. Typing, telephone and computer skills.

7.2.2 Children's Librarian (As revised summer 09)

7.2.2.1 General Job Description

The children's librarian is under the general supervision of the Library Director and is responsible for the children's and young people's department of the Library. The children's librarian is expected to be fully supportive of the Library, its policies, and other staff members at all times.

7.2.2.2 Responsibilities

1. Works under the broad supervision of the Library Director.
2. Oversees the daily operation of the children's department, including the development and implementation of children's programs, development and maintenance of the children's collection , and the promotion of the children's library services.

7.2.2.3 Duties

1. Is responsible for the Library's children's collection of books, periodicals, audio and visual materials, and all other materials; selects children's library materials; reads reviews in publications to create a suitable collection for the needs of the community's children; orders, processes, shelves, and manages the circulation of the collection; maintains the card catalogue; determines materials to be discarded, using professional guidelines; keeps within budgetary limits.
2. May assist young patrons with research and reference; adapts new methods and computer programs, and maintains downloadable books website.
3. Maintains yearly budget for children's books and supplies.
4. Plans, coordinates, advertises, implements and supervises children's programs, including story time, baby lap time and the Summer Reading Program.
5. Is responsible for the general neatness and attractiveness of the children's areas.
6. Attends Trustees' meetings.
7. For purposes of professional development, attends meetings of librarians at the state and local levels.
8. Assists the Director in general library business, programs and functions.

7.2.2.4 Qualifications

1. Should like children and young people;
2. Should be able to work with patrons in a pleasant, organized manner with tact and sound, independent judgment;
3. Should have an interest in and knowledge of literature, music, and other arts relevant to children's cultural development;
4. Should work cooperatively with the Library Director, other members of the Library staff and Trustees;
5. Should have strong telephone and computer skills.

7.2.3 Library Assistant

7.2.3.1 General Job Description

The Library Assistant operates the Library always at the discretion of, and usually in the absence of, the Library Director. The Library Assistant is expected to be supportive of the Library, its policies and the other staff members at all times.

7.2.3.2 Responsibilities

1. Works under the specific supervision of the Library Director, who assigns tasks, outlines procedures and provides direction and guidance as needed;
2. Performs on own initiative and exercises judgment in strict accordance with clearly established procedures and instructions from the Library Director, referring special problems to the Library Director.

7.2.3.3 Duties

1. Opens and closes the Library
2. As desk attendant
 - a. checks Library materials in and out;
 - b. records and files circulation cards;
 - c. put cards into returned materials;
 - d. reserves books and other materials;
 - e. answers telephone inquiries.
3. As advisor and reference assistant
 - a. gives advice and answers simple reference questions regarding both adult's and children's collections;
 - b. helps patrons use catalogue; conducts research as necessary;
 - c. refers complex matters to Library Director.
4. As clerical assistant
 - a. registers new patrons;
 - b. prepares and sends out overdue notices and bills;
 - c. records arrival of and puts out new magazines and newspapers;
 - d. telephones patrons regarding reserved and overdue books.
5. Performs all other duties as assigned by the Library Director

7.2.3.4 Qualifications

1. Should have substantial knowledge of library operations and resources and have typing, telephone and computer skills;
2. Should be able to work with patrons in a pleasant, organized manner with tact and sound, independent judgment;
3. Should work cooperatively with the Library Director and other members of the Library staff and Trustees;
4. Should be attentive to and efficient in handling details;

7.3 Terms of Employment

7.3.1 Compensation of the Staff

The Trustees set the salary scale and scale of raises for the entire library staff. The Library Director is responsible for scheduling each staff member's work hours and for assigning each staff member's specific duties.

7.3.2 Leaves and Vacations

1. The Library Director and the Children's Librarian are entitled to paid vacation each calendar year equal to normal working hours for two work weeks. (*as amended 03Oct13*)
2. The Library Director and the Children's Librarian are entitled to six non-cumulative, paid sick days per calendar year. (*as amended 03Oct13*)
3. All staff members may apply for personal leaves of absence of a reasonable nature. Applications for such leaves should be made to the Trustees with ample notice.
4. The staff is responsible for arranging for substitutes for staff members taking vacations, leaves, or sick days. Substitutes must receive detailed, precise instructions covering procedures for normal operations as well as for emergencies.
5. Staff members who normally work 20 or more hours per week will be paid for holidays that fall on a day when the Library is normally open and they are scheduled to work. Paid holidays are those designated by the Town of Francestown as staff holidays. (*as amended 06Mar09*)
6. Staff members who normally work 20 or more hours per week will be paid for days the Library is closed due to inclement weather in accordance with ConVal School District closures. The staff is not required to close the Library and may, at their discretion, remain open during inclement weather. (*as amended 06Mar09*)

7.3.2 Civil Leave

Staff members may be granted time off with pay for a limit of two weeks to serve on a jury, as a court witness, or for any other required appearance if such court appearance does not result from the staff member's request or violation of law.

7.3.3 Military Leave

Eligible staff members who are members of the National Guard or federal reserve military units may be absent from their duties when they are performing ordered military training duty and while going to and from that duty, and shall be paid the difference between their military pay and their regular compensation. Mobilized National Guard members shall not be so paid.

8 Trustees

Trustees are the vital link between the Library and the community. They act as Library advocates and provide leadership for library services to all members of the community.

8.1 Responsibilities

1. The Trustees are responsible for drafting and presenting the annual budget and for keeping accurate records of expenditures throughout the year. The Trustees advertise for, interview and hire the Library Director. The Trustees keep the staff abreast at all times of financial matters concerning the Library. The Trustees encourage the staff to present their proposals prior to drafting the budget. The Trustees ensure that the budget process begins no less than five months prior to the annual Town Meeting.

2. The Trustees are responsible for securing needed funds from the Town for the maintenance of the building and the grounds and for making all pertinent arrangements needed for such maintenance.

3. The Trustees are responsible for keeping up the interior of the building under the articles of agreement and should keep track of the funds needed for such maintenance.

4. The Trustees may sponsor events to benefit the Library and to cover expenses that are not normal operating costs. All such fund raising should be done pursuant to an official vote by the Trustees and not by individual solicitations.

All costs for such events will come out of the Trustees' special accounts. No bills for such events may be submitted to the Town. The proceeds from such events will be deposited in the Trustees' special account. The Trustees will maintain proper expense and profit records.

8.2 Response to Gifts

1. Donated items such as books, materials, funds, office equipment as well as other small items or memorial contributions, once accepted, are totally owned by the Library. Large gifts may require a vote of the Trustees to determine acceptance or rejection. In the event of large donation that would require maintenance, a vote of the Town of Francestown would be required in accordance with state and local laws.
2. The Library reserves the right to accept or decline all books or materials offered for donation, based on whether they meet Library needs and standards, their condition, library space limitations, or other relevant factors. (as amended 3/09)

3. A request that an item receive special housing or special handling may render it unacceptable. (as amended 3/09)
4. Requests to have materials temporarily housed in the Library, when the materials are not outright donations, will be considered on a case-by case basis. (as amended 3/09)
5. If the Library cannot use donated material, the Trustees or staff will dispose of such gifts at their discretion.
6. The Library will not affix a value for income tax purposes to any gift accepted; this is the responsibility of the donor. Upon request, the Library will acknowledge the gift by letter and provide a general description, including the material type, quantity and condition. (as amended 3/09)
7. Memorial Fund gifts will be accepted and used in accordance the recommendations set forth by the Trustees and the State Library.
8. Memorial Fund gifts are unsolicited and are treated as such. Said gifts will be formally acknowledged; the amount of the gift and its donor(s) will be held confidential and will not be disseminated beyond the Library Trustees and staff.
9. Any books or items purchased with said gifts will state the donor(s) name in a bookplate or other marker, unless otherwise requested by the donor.
10. Memorial Fund gifts may not be used for the normal operating costs of the Library.
11. Gifts of trust funds and capital reserve funds will be administered by the Trustees of the Trust Funds, with interest distributed according to specifications.
12. The Treasurer for the Trustees will hold in secure accounts, with proper audits and reports, all monetary donations made directly to the Library. Such donations may not be used for the normal operating costs of the Library.

8.3 Trustees' Financial Responsibilities

8.3.1 Ongoing Operations

The Library Trustees are entrusted to see that the Library is allotted sufficient funds by the Town to provide the services and needs of the community. This includes preparation and full understanding of an adequate budget that sees to the stated programs and purposes. Trustees must be able to defend the budget from inception through acceptance. Finally they must supervise the expending of the budget allocated to the Library.

1. The Trustees are solely responsible for the record-keeping and preparation of financial reports. They may not pay for outside financial assistance without approval through the Town budget system.
2. Trustees should be aware of funds that become available from various sources from time to time and should apply for grants promptly.
3. All Library funds (including trust funds) will be maintained under the Town's Taxpayer (Employer) Identification Number and as such will be treated as tax exempt by the IRS.
4. Money from fines and other reimbursements and income-generating equipment must be spent for books and supplies, RSA2Q2-A:11, 11 bill.
5. Annual Reports are required and should be complete and contain all income (stating sources), expenditures (stating categories), and record of all bequests and donations.

8.3.2 Trust Funds

The Trustees will have the custody of most of the trust funds. They will develop and adopt a formal investment policy that conforms to state standards for all investments made by them or their agents for any trust funds in their custody. When funds are so invested, the Trustees shall not be liable for losses. This policy will be reviewed and confirmed annually.

1. Funds may be taken and held in trust (from gifts, legacies and other devices made to them) for the establishment, maintenance, and care of the Library and reading rooms or for any other public purpose not foreign to their institution or incompatible with the Library's objectives.
2. Income from trust funds should be spent in accordance with the terms of the bequest or donation as a supplement to the town appropriation.

8.3.3 Investment Policy Statement

The Library's policy is to manage any investments in accordance with the Prudent Man rule which is so stated here:

A prudent investment is one which a prudent man makes for his own investment, having primarily in view the preservation of the principal and the amount and regularity of income to be derived therefrom.

8.3.4. Investment Objectives

The following provides the direction as to our risk tolerance and general preference to be moderately conservative. This policy will be reviewed at least annually as required by New Hampshire laws.

The objectives for the accounts should consider the purpose of the fund. In most cases it would be income and growth with the emphasis on current income but not at the expense of principal appreciation.

Asset allocation and specifically diversification, where appropriate, is essential in achieving investment objectives. The following sets forth the investments permitted:

1. The funds may be deposited in banks and other institutions incorporated and doing business in this state, or federal savings and loan institutions located and doing business in this state, or invested in federal, state, or a variety of this state's municipal stocks or bonds legal in this state;
2. Shares of open-ended equity, fixed income, balanced, and commodity funds - both mutual funds and exchange-traded funds - are permitted if they are registered with the SEC and qualified for sale in the State of New Hampshire.
3. The library will not engage in any margin trading as this practice would be too risky for a moderately conservative investment portfolio.

The Trustees have established the following guidelines for allocation:

1. Cash and cash equivalents – up to 100%
2. Fixed income, including in funds* – up to 80%
3. Equities and commodities in funds** – up to 60%

***Fixed Income**

Regarding individual bonds: Debt securities with an average maturity of no longer than ten years. They should have a minimum rating of "A" by Moody's Investors Service, Standard and Poor's Corporation., Fitch, or Mergant Bond Record. Concentrations in any one issuer should not exceed ten per cent except in obligations of the United States Government.

****Equities**

Funds that exhibit strong fundamental values, including a history of good earnings and growth. Holdings are to be diversified with no concentration in one industry category greater than twenty-five per cent. At purchase no single fund should comprise more than twenty per cent of this category.

8.4 Performance Review Procedure

1. The Trustees shall review the performance of the Library Director. The Trustees will meet once a year with the Director for a private conversation about the Director's performance. The performance will be reviewed in terms of the particulars laid out in the job description and of the particulars laid out in the policy pertaining to Conduct of the Staff.
2. The conversation will be followed up, within one week, with a written report comprised of all pertinent points made during the conversation. A copy of the report is to be given to the Director.
3. If in the course of any given year the Trustees find serious fault with the Director's performance, they will bring their concern to the Director's attention and keep a written record of the fault as well as of the short- and long-term response to the notification of concern.
4. All written reports pertaining to performance are to be kept in the private files of the chair of the Trustees.
5. The Director shall review the performance of the Children's Librarian and the library assistants. The Director will meet once a year with each staff member separately and privately for a conversation about the staff member's performance. The performance will be reviewed in terms of the particulars laid out in the job description and of the particulars laid out in the policy pertaining to the Conduct of the Staff.
6. The conversation will be followed up within one week with a written report comprised of all pertinent points made during the conversation. A copy of the report is to be given to the staff member under review.
7. If in the course of any given year the Director finds serious fault with a staff member's performance, the Director will bring the fault to the staff member's attention and keep a written record of the fault as well as of the short- and long-term response to the notification of the fault.
8. All written reports pertaining to performance of staff members are to be kept in the private files of the Director.

8.5 Grievance Procedures

When people work together in an organization, differences of approach and outlook naturally occur. Sometimes disagreements occur also. In the ordinary course of professional life, people are expected to, and do, resolve their disagreements amicably and subordinate their own interests to the larger interests of cooperation and of the organization itself.

Occasionally disagreements are not resolved amicably and lead to grievances. At such times, the following grievance procedures go into effect:

1. When a staff member has a grievance against another staff member, the Library Director, or Trustee, that staff member should address the matter in person and without delay to the Director. The staff member may follow up the private conversation with a written letter addressed to the Director. The Director is responsible for resolving the matter in accordance with the best interests of the Library.
2. When the Director has a grievance against a staff member, the Director should address the matter in person and without delay to that staff member. The Director may follow up the private conversation with a written letter addressed to the staff member. The Director is responsible for resolving the matter in accordance with the best interests of the Library.
3. When the Director has a grievance against a Trustee, the Director should address the matter in person and without delay to the chair of the Board of Trustees. The Director may follow up the private conversation with a letter addressed to the chair of the Board of Trustees. The chair is responsible for resolving the matter in accordance with the best interests of the Library.
4. When the Director has a grievance against a staff member and all efforts at resolution have failed, the Director should address the matter in person to the chair of the Board of Trustees. The chair is responsible for resolving the matter in accordance with the best interests of the Library.

8.6 Disciplinary Procedures and Actions

Disciplinary procedures and actions should be extremely rare and, ideally, never put into effect. Given the clarity and common sense of the policies pertaining to conduct and expectations of the staff as well as the availability of grievance procedures and the careful judgment exercised in hiring staff, it is unlikely that disciplinary procedures and actions will come into play.

In the unlikely event that there has been a serious violation of conduct and expectations, the following procedures and actions will go into effect:

1. If a staff member commits a crime, is flagrantly insubordinate, or exhibits flagrantly inappropriate behavior, the Library Director will bring the case to the attention of the chair of the Board of Trustees.
2. The chair of the Board of Trustees will bring the case to the rest of the Board to determine the action to be taken.

9 Sexual Harassment Policy

Sexual harassment is defined as unwanted, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct which has the effect of creating an offensive, intimidating, degrading, or hostile environment or adversely interferes with or affects a staff member's work or a patron's stay in the Library.

It is the policy of the Library to provide an environment for its staff members and patrons that is free from discrimination and intimidation. The Library will not tolerate any form of sexual harassment. Prompt disciplinary action will be taken against any one who commits or participates in any form of sexual harassment.

Any staff member or patron who believes he or she is being sexually harassed should immediately notify the chair of the Board of Trustees. The Library will not retaliate against anyone who complains of sexual harassment.

10 Emergency Procedures

Public safety is the first concern in all emergencies.

In case of dire emergency (fire, flood, medical) dial 911.

Emergency equipment to be stored and readily accessible: Plastic sheeting with duck tape and clamps; first aid kit, blanket and water; battery operated radio, flashlights, basic tools and a cell phone at the ready.

In case of hurricane, tornado or alien attack, Librarian should move all patrons into the basement and stay there until the danger has passed.

In case a person suffers sudden serious illness or injury, the Librarian should immediately call 911. Depending on the nature of the emergency, the ill or injured person should be kept still and quiet, covered if necessary, or bandaged if necessary.

10.1 Building Evacuation:

In case of fire or flood, the Librarian in charge should call 911 and see to immediate evacuation of the building. Patrons will find exits marked at the front of the main building and in the annex of the first floor, and two exit doors from the children's room on the lower level. There are fire extinguishers on each floor. **DO NOT USE THE ELEVATOR!** Turn off lights, close doors and leave the building. Librarian in charge should wait outside the building for emergency services to arrive.

10.2 Alarm Systems:

Fire and Security Alarms are covered by Capitol Alarm Systems. To cancel an alarm, phone 668-1119. Codes and passwords are found on information cards located at the Circulation Desk on the main floor. The elevator has a separate alarm system. For emergencies phone 547-8900.

10.3 Keys:

An extra set of keys is in the Selectmen's Office. Keys also have been distributed to the Police Chief, the Fire Chief and upon request, to the Chair of the Trustees or a Chair designee. (as amended 02May13)

10.4 Loss of Power

If the loss of power is general in the Town, the Librarian should call Public Service of New Hampshire; 1-800-662-7764. If the loss of power is specific to the Library, the Librarian should call our electrician: Burke Electric in Antrim at 588-8058 or Bruce Harrington at 547-2813.

10.5 Loss of Heat

Pinney Plumbing at 924-7588 knows the geo-thermal system. If the temperature goes below 40 degrees close the Library.

11 Volunteers

1. The Library welcomes the skills and talents of volunteers to support and extend the services of the Library. Volunteers do not replace paid staff, but do assist with special projects and supplement existing services.
2. Volunteers are selected based on their interests, qualifications, and the needs of the Library. Selection of volunteers is the responsibility of the Library Director. A prospective volunteer must complete an application form and interview.
3. The Library will comply with all state and federal guidelines concerning the use of volunteers. All volunteers must be 12 years of age or older.
4. All volunteers must fill out the Library Volunteer Service Agreement, which will be kept on file at the Library. These agreements must be renewed annually on [June 1], before volunteer services can continue.
5. The George Holmes Bixby Memorial Library Policy will be made available to every volunteer. Volunteers are expected to operate within the applicable policies.
6. Volunteers are not compensated, although they may be reimbursed for expenses incurred by pre-arrangement with the Library Director.
7. Volunteers will not be eligible to receive worker's compensation benefits for any injuries sustained while functioning as a volunteer.
8. Volunteers shall maintain the confidentiality of all proprietary or privileged information, whether this information involves an individual staff member, volunteer, patron or Library business. Volunteers shall not have access to patron records.
9. Volunteers may work in the Library only when a staff member is present, and may not be given keys to the Library. Work schedules and specific time commitments will be arranged individually by each volunteer and the Library Director.
10. Volunteers are asked to record their hours of service in the Volunteer Log Book.
11. Volunteers may resign from volunteer service by notifying the Library Director. A volunteer may be removed from service at any time, at the discretion of the Library Director.

12 Friends of the Library

The Board of Trustees may support the organization of a group of Library FRIENDS who will augment programs and projects proposed by the Librarians all within Policy adopted by the Board of Trustees as most recently updated in October of 2013 or with the addition of this section (12).

1. The Director or a member of the Board of Trustees will attend meetings of the Friends.
2. The Friends will report to the Board of Trustees annually in January in order to be included in the Library's Annual Report to the Town Meeting.
3. The Friends will operate with their own budget and accounts separate and apart from the Town's budget for Library maintenance and from the Library's accounts for gifts and bequests.